



CITY OF CONCORD

Online Utility Billing Citizen Self Service (CSS) Account & Payment Instructions

1. What is Citizen Self Service (CSS)?

Citizen Self Service (CSS) launched in June 2022 to replace the City of Concord's existing eSuite Utilities Services web portal. CSS is a similar online portal that provides 24/7 access for water and sewer utility customers to view account information, transactions, bill history, consumption history, and modify enrollment in eBilling. Features that are new with this portal (compared to the previous eSuite Utilities Services web portal) include the ability to update a mailing address and to pay your utility bill. Online bill payments will now be easier without having to utilize a separate online payment portal.

2. Where can I access Citizen Self Service (CSS)?

Find the link for Citizen Self Service (CSS) on the [Utility Billing webpage](http://www.concordnh.gov/utilitybilling) of the City of Concord's website: www.concordnh.gov/utilitybilling.

This page can be found by navigating to either the "Your Government" or "City Services" tab in the navigation menu of the [City's home page](#) and then selecting "General Services." From the [General Services page](#), select the "Water" tab in the navigation menu and select "Utility Billing." Or, you can select the "Utility Payment" button on the General Services page to direct you to the Utility Billing page.

CSS is also accessible via the "[Online Bill Pay](#)" button on the City's home page and under the "Online Bill Pay & Services" button on the MyConcordNH mobile app.

The direct link to CSS: <https://selfservice.concordnh.gov/css>.

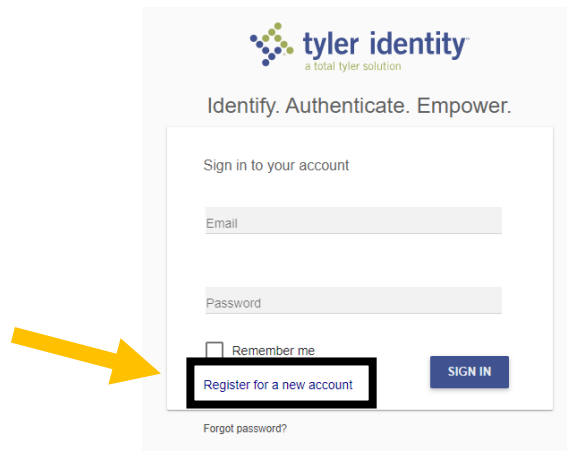
3. How do I create a CSS account?

Open the CSS portal. See details above for where/how to open the portal.

Select the "Citizen Self Service" button on the left or the "Log in" button on the top right corner.

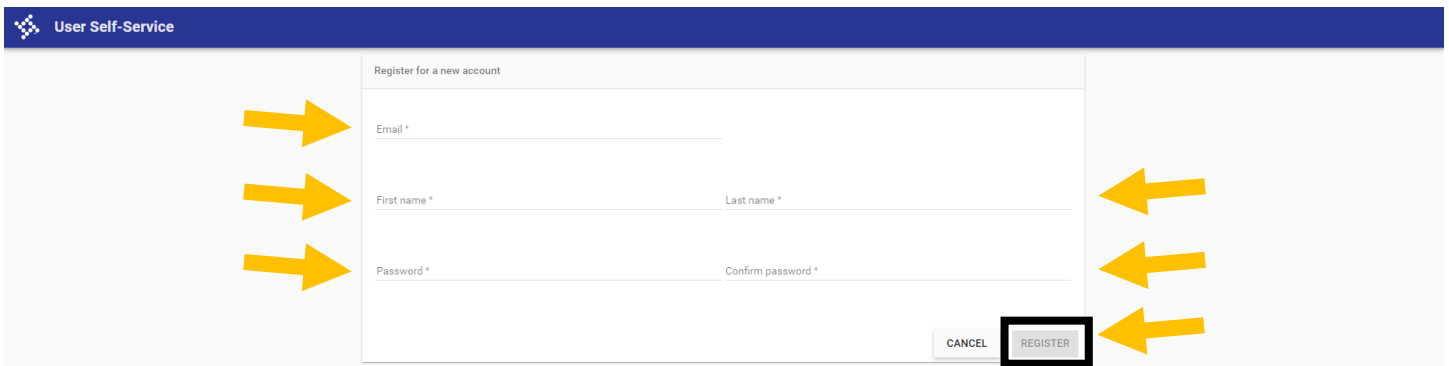


A new page will load displaying a login screen. You will NOT be able to use your existing login from the eSuite Utilities Services web portal. You must create a new account. Select "Register for a new account" at the bottom of the login box.



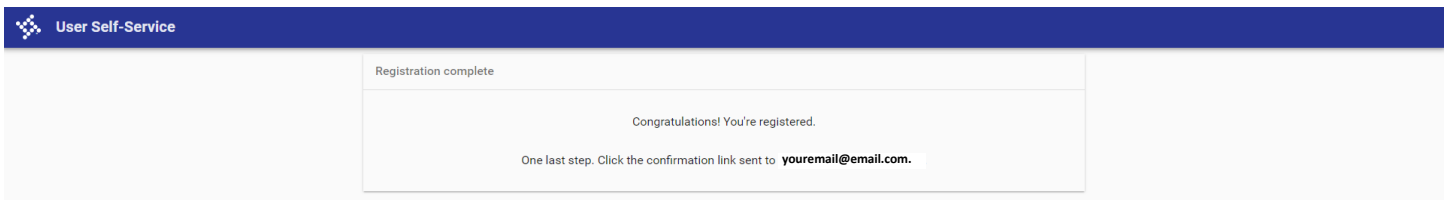
The image shows the Tyler Identity login page. At the top is the logo with the text "tyler identity" and "a total tyler solution" below it. Below the logo is the tagline "Identify. Authenticate. Empower." The main section is titled "Sign in to your account" and contains two input fields: "Email" and "Password". Below these fields is a checkbox labeled "Remember me" and a button labeled "SIGN IN". A yellow arrow points to a link labeled "Register for a new account" which is enclosed in a black rectangular box. At the bottom of the form is a link that says "Forgot password?".

A new page will load displaying a registration page. Fill in all required form fields, including: your email, first name, last name, and a password. Your password must contain a number, uppercase character, lowercase character, a special character, and be within 8-30 characters in length. Once the form is complete, select “register” at the bottom right.



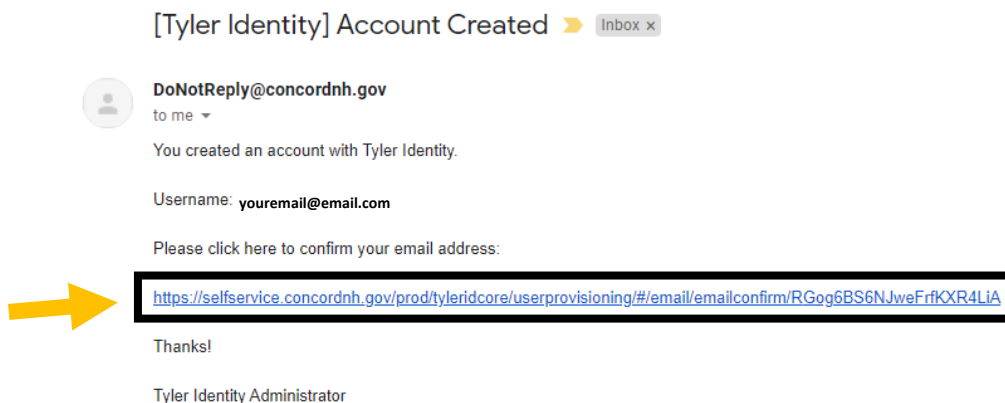
The image shows a registration form titled "Register for a new account" within a "User Self-Service" header. The form has four input fields: "Email *", "First name *", "Last name *", and "Password *". There is also a "Confirm password *" field. At the bottom right of the form are two buttons: "CANCEL" and "REGISTER". The "REGISTER" button is highlighted with a black rectangular box. Four yellow arrows point towards the form fields and the "REGISTER" button.

A confirmation page will load verifying your registration. Check your email for a confirmation link.

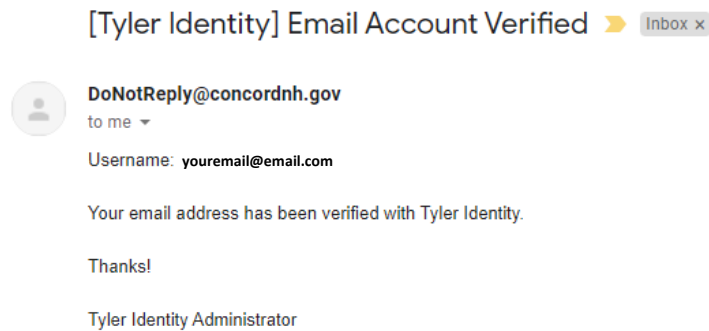


The image shows a confirmation page titled "Registration complete" within a "User Self-Service" header. The page displays the message "Congratulations! You're registered." and "One last step. Click the confirmation link sent to **youremail@email.com**."

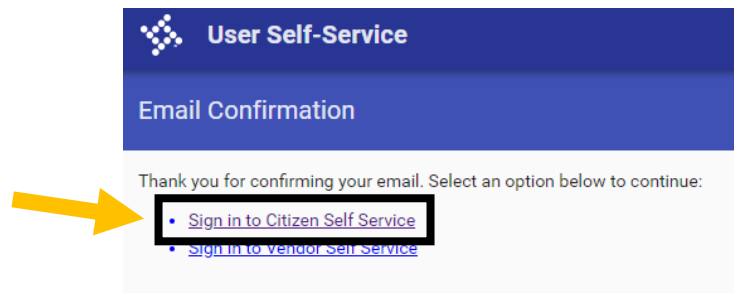
You will receive an automated email from “DoNotReply@concordnh.gov” with a subject line of “[Tyler Identify] Account Created.” In the email you will find your username (email address) and a link to click to confirm your email address for your account. Click the link to continue registration.



You will receive an email verifying that your email has been confirmed.



A new page will load verifying that your email has been confirmed. Select “Sign in to Citizen Self Service” to load the login screen.



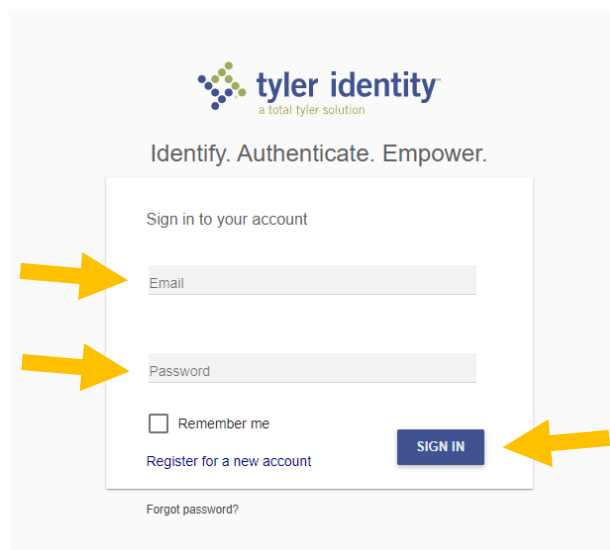
4. How do I login to CSS?

Open the CSS portal. See details above for where/how to open the portal.

Select the “Citizen Self Service” button on the left or the “Log in” button on the top right corner.



A new page will load displaying a login screen. Enter the email and password for your CSS account and select the “SIGN IN” button at the bottom right. If you have trouble logging in, select “Forgot password?” underneath the login box to send an email to reset your password.




5. How do I set up my CSS account to link my utilities?

After you login for the first time, you will need to link your utilities to your account to establish your account information. Select the “User menu” icon at the top right and select “My Account” from the drop-down menu.

Your account settings will display. Select “link to account” to the right of the Customer Accounts header.

Enter your Customer ID Number and full name. Find this information on your utility bill. Select “Submit.”



City of Concord
General Services
311 N. State St
Concord NH 03301

Utility Bill

CUSTOMER COPY

Please keep this portion for your records.

BILL SAMPLE

CUSTOMER NAME	CUSTOMER NO.	PARCEL ID	SERVICE LOCATION
First & Last Name	XXXXXXXX	XXXX	ADDRESS

BILL NUMBER	BILL DATE	ACCOUNT #	ACCOUNT TYPE	DUE DATE
105231	12/30/2021	XXXXXX	Residential	01/30/2022

DESCRIPTION	METER NUMBER	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	RATE	CHARGE AMOUNT
Water Consumption	XXXXXXXXXX	A	11/17/2021	12/15/2021	98	103	5	5/8 Mtr	\$14.55
Fixed Monthly Water Charge			11/17/2021	12/15/2021					\$5.57
Sewer Consumption			11/17/2021	12/15/2021					\$24.25
Fixed Monthly Sewer Charge			11/17/2021	12/15/2021					\$8.65

Your account settings page will reload with your customer account information. You have now successfully linked your customer account. Select “link to account” under the Utility Billing Accounts header.

Account Settings

Account Information

Now logged in as	YOUREMAIL@EMAIL.COM
Last successful login	6/15/2022
E-Mail address	youremail@email.com

Linked Accounts

Existing accounts can be “linked” to your self-service user id. These links give you quick access to an account’s details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as “link to account” or “remove” will appear below. Click a module’s “link to account” to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts

Name	Account	
FULL NAME	XXXXXXXXXX	link to account details remove

Utility Billing Accounts

Account	Customer	
There are currently no linked accounts		

[Go To Module Homepage](#)

Enter your Account Number and Customer Number (CID). Find this information on your bill. Select “Submit.”

Utility Billing Account Link Setup

What is the account ID? *

What is the CID? *

[Submit](#) [Cancel](#)

* indicates required field

City of Concord
General Services
311 N. State St
Concord NH 03301

Utility Bill
CUSTOMER COPY



Please keep this portion for your records.

CUSTOMER NAME	CUSTOMER NO.	PARCEL ID	SERVICE LOCATION
First & Last Name	XXXXXXXXXX	XXXX	ADDRESS

BILL NUMBER	BILL DATE	ACCOUNT #	ACCOUNT TYPE	DUE DATE
105231	12/30/2021	XXXXXX	Residential	01/30/2022

DESCRIPTION	METER NUMBER	READ CODE	PREVIOUS READ DATE	CURRENT READ DATE	PREVIOUS READING	CURRENT READING	USAGE	RATE	CHARGE AMOUNT
Water Consumption	XXXXXXXXXX	A	11/17/2021	12/15/2021	98	103	5	5/8 Mtr	\$14.55
Fixed Monthly Water Charge			11/17/2021	12/15/2021					\$5.57
Sewer Consumption			11/17/2021	12/15/2021					\$24.25
Fixed Monthly Sewer Charge			11/17/2021	12/15/2021					\$8.65

Your account settings page will reload with your utility billing account information. You have now successfully linked your utility account. If you have additional accounts, you may link them by selecting “link to account” and repeating this process. Select “Citizen Self Service” in the left navigation menu to return to the CSS page.

Home
Citizen Self Service

Account Settings

Account Information

Now logged in as	YOUREMAIL@EMAIL.COM
Last successful login	4/25/2022
E-Mail address	youremail@email.com

Linked Accounts

Existing accounts can be "linked" to your self-service user id. These links give you quick access to an account's details, bills, etc. For each self-service module that allows user-control over account linking, hyperlinks such as "link to account" or "remove" will appear below. Click a module's "link to account" to reach the page where new account links can be created, and where additional instructions are provided.

Customer Accounts [link to account](#)



Name	Account	
FULL NAME	XXXXXXX	details remove

Utility Billing Accounts [link to account](#)

Account	Customer	
XXXXXX		remove

[Go To Module Homepage](#)

When you return to the CSS page you will find your account information listed.

Home
Citizen Self Service
Utility Billing

Welcome to Citizen Self Service

Announcements

Welcome to the City of Concord Citizen Self Service. Have a great day!

Profile Information

FULL NAME [View profile](#)
ADDRESS
 CONCORD, NH 03301

Phone numbers [Manage](#)

Number	Allow Notifications	Preferred Contact
No phone numbers were found.		

Email Addresses [Manage](#)



Address	Preferred Contact
youremail@email.com	No

Utility Billing Accounts

650074 XXXXXX

6. How do I view an account summary or consumption history?

On the CSS page, select the "+" icon underneath the Utility Billing Accounts header. Account information will expand. Select the link of your account number. You can also select "Utility Billing" in the navigation menu on the left and then select "Accounts" in the menu.

Home
Citizen Self Service
Utility Billing

Welcome to Citizen Self Service

Announcements

Welcome to the City of Concord Citizen Self Service. Have a great day!

Profile Information

FULL NAME [View profile](#)
ADDRESS
 CONCORD, NH 03301

Phone numbers [Manage](#)

Number	Allow Notifications	Preferred Contact
No phone numbers were found.		

Email Addresses [Manage](#)

Address	Preferred Contact
youremail@email.com	No

Utility Billing Accounts

650074

Customer Name	Service Address	Account	Customer	Parcel	Manage
FULL NAME	ADDRESS	XXXXXX	XXXXXXXX	XXXXX	Manage Bills

An account summary page will load detailing any current balances due, recent payments, customer information, and a list of your utility services. Select “details” under About Your Payments to view bill details. You can view consumption history under the Services header.

Utility Billing Account Summary

[Link to Account](#) | [Request Change of Address](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address: ADDRESS
 Account Number: XXXXXX
 Bill Delivery Preference: Mail

Your Current Balance

Amount Due Now: \$0.00
 Payment Due Date:

About Your Payments

Bill	Last Posted	Sum of Payments	View Details
11949	6/8/2022	\$20.68	details

Customer Information

Name: FULL NAME
 Address: ADDRESS
 Customer ID: XXXXXXXX
[Request Change of Address](#)

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
Water Consumption	1000	1/14/2009		ACTIVE	View Consumption
Fixed Monthly Water Charge	1010	7/1/2021		ACTIVE	None
Sewer Consumption	2000	1/14/2009		ACTIVE	None
Fixed Monthly Sewer Charge	2010	7/1/2021		ACTIVE	None

7. How do I pay my bill?

Select “Utility Billing” from the navigation menu on the left. Select “Accounts” then “Manage Bills” in the navigation menu. If you have an outstanding bill, details will be displayed with an option to select “Bill Details” for further information. Make sure the outstanding bill is selected and then select “Pay” at the bottom right.

Utility Billing Manage Bills

[Account Summary](#)

Service Address: ADDRESS
 Account Number: XXXXXX
 As of: 06/16/2022

Outstanding Bills (all years 2020 to 2023 only)

Pay Bill	Bill	Bill Date	Pay By	Charges	Pending	Balance Due	Details
<input checked="" type="checkbox"/>	7155	5/30/2022	5/29/2022	\$21.98	\$0.00	\$21.98	Bill Details

Total Due: \$21.98

[Show Past Bills](#)

[Pay](#)

select bills you would like to pay now, then click pay.

Enter the payment amount that you would like to pay and select “Continue.”

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2022	5/30/2022	7155	6/30/2022	\$21.98	\$21.98	\$ 21.98

[Continue](#) [Cancel](#)

A new window will open to enter your payment information. Fill out the form and select “Continue.”

Payments | City of Concord Sign In

Enter your payment information

When would you like to pay?

☒ Now
☐ Later

How are you going to pay?

☐ Enter new credit card
☐ Enter new eCheck

Where should we send your receipt?

You will not be charged until you review your payment on the next step

[Back](#) [Continue](#)

Summary

Subtotal \$21.98

An additional fee may be charged based on your method of payment

A confirmation screen will load detailing your payment was successful.

Thank you for your payment

Allow up to 48 hours to see this transaction on your credit card statement.

An email confirmation was sent to youremail@email.com.

City of Concord
41 Green St
www.concordnh.gov

Transaction details

Date: June 17, 2022 11:13 AM EDT

2022 Utilities - General #3217	\$21.98
Subtotal	\$21.98
Processing fee	\$3.50
Total	\$25.48

Payment information

Full Name

Mastercard ending in XXXX

Confirmation number: R44HGJKLQK

Transaction type: Purchase

[Return to Citizen Self Service](#)

You will receive an automated email from “Online Payments noreply@tylerportico.com” with a subject line of “City of Concord Payment Confirmation.” This payment confirmation will be sent to the email address you provided on the payment form.

From: Online Payments <noreply@tylerportico.com>
Sent: Friday, June 17, 2022 11:14 AM
To: Your Name <youremail@email.com>
Subject: City of Concord Payment Confirmation

City of Concord payment confirmation

Hi Full Name,

Thanks for your payment. This email is your receipt.

This purchase will appear on the account statement for your Mastercard ending in XXXX.

Confirmation #: R44HGJKLQK June 17, 2022 11:13 AM EDT

Description	Amount
2022 Utilities - General #3217	\$21.98
Subtotal	\$21.98
Processing fee	\$3.50
Total	\$25.48

Allow up to 48 hours to see this transaction on your credit card statement. If you have questions, contact customer service for help.

[View this receipt online](#)

Have a new credit card? You can easily [update your payment information](#)

8. How do I view my bill history?

Select “Utility Billing” from the navigation menu on the left. Select “Accounts” then “Manage Bills” in the navigation menu. Select “Show Past Bills” and a drop-down will display previous bills. Select “Bill Details” for further bill information.

This screenshot shows the 'Manage Bills' page. The left navigation menu has 'Utility Billing' and 'Manage Bills' highlighted with yellow boxes and arrows. The main content area shows fields for Service Address, Account Number, and As of date (06/16/2022). A 'Show Past Bills' button is highlighted with a yellow box and arrow. The page title is 'Utility Billing Manage Bills'.

This screenshot shows the 'Manage Bills' page with a table of past bills. The left navigation menu has 'Manage Bills' highlighted with a yellow box and arrow. The table has columns: Bill, Bill Date, Post Date, Total Paid, Details, and Type. The first row shows Bill 11949, Bill Date 5/15/2022, Post Date 6/8/2022, Total Paid \$20.68, and a link to Bill Details. The page title is 'Utility Billing Manage Bills'.

Bill	Bill Date	Post Date	Total Paid	Details	Type
11949	5/15/2022	6/8/2022	\$20.68	Bill Details	

9. How do I update my profile/account preferences?

On the CSS page, select “View profile” or “Manage” next to the phone numbers or email address headers.

This screenshot shows the 'Welcome to Citizen Self Service' page. The left navigation menu has 'Utility Billing' highlighted with a yellow box and arrow. The main content area shows 'Profile Information' with a 'View profile' button highlighted with a yellow box and arrow. Below this are sections for 'Phone numbers' and 'Email Addresses', each with a 'Manage' button highlighted with a yellow box and arrow. The page title is 'Welcome to Citizen Self Service'.

Your customer profile details will load. Select “Add New” next to the Phone Numbers header to add a phone number. Select “Add New” next to the Email Address header to add an email address. This is where you can select your preferred contact methods.

Customer Profile Details [View Bill History](#)

Customer Profile Details

CustomerID/Account Number	XXXXXXXX
Name	FULL NAME
Address 1	ADDRESS
City	CONCORD
State	NH
Zip	03301

Phone Numbers [Add New](#)

No phone numbers found

Email Addresses [Add New](#)

Address	Preferred Contact	Change Preferred	Remove
youremail@email.com	<input type="checkbox"/>	Make Preferred	Remove

Bill Delivery Preferences [Add New](#)

Bill Category	Document Type	Notification Method	Edit
	Bill	Mail	edit
	Statement	Mail	edit

Automatic Payment Enrollments

No automatic payment enrollments were found for the selected customer.

10. How do I update my preferences for enrollment in eBilling?

On the CSS page, select “View profile.”

Welcome to Citizen Self Service

Announcements

Welcome to the City of Concord Citizen Self Service. Have a great day!

Profile Information

FULL NAME
ADDRESS
CONCORD, NH 03301

[View profile](#)

Your customer profile details will load. At the bottom of the page you will find Bill Delivery Preferences. You will see your current notification method listed next to each document type. Select “edit” for which document type you wish to modify (bill or statement).

Customer Profile Details [View Bill History](#)

Customer Profile Details

CustomerID/Account Number	XXXXXXXX
Name	FULL NAME
Address 1	ADDRESS
City	CONCORD
State	NH
Zip	03301

Phone Numbers [Add New](#)

No phone numbers found

Email Addresses [Add New](#)

Address	Preferred Contact	Change Preferred	Remove
youremail@email.com	<input type="checkbox"/>	Make Preferred	Remove

Bill Delivery Preferences [Add New](#)

Bill Category	Document Type	Notification Method	Edit
	Bill	Mail	edit
	Statement	Mail	edit

Automatic Payment Enrollments

No automatic payment enrollments were found for the selected customer.

Select your delivery preference from the drop-down list. You may elect to receive bills or bill statements via mail, email, or both mail and email. Make sure to select “UB SERVICES – GENERAL” for your bill type if it is not already selected. Select “Save.”

Manage Bill Delivery Preferences
Set bill delivery preferences
At least 1 Bill Type must be selected.

Customer ID/Account Number: 70008322

Bill Type: ☒ UB SERVICES - GENERAL
☐ All
☒ Bill
☐ Statement

Document Type

Delivery Preference: Mail
Mail
Email
Mail and Email

[Return to Profile Details](#)

11. How do I enroll in E-Z Pay / Automatic Payments?

Enrollment in E-Z Pay / automatic payments cannot be performed online or through CSS. However, you can view your E-Z Pay enrollment status through CSS within your customer profile. To enroll, please fill out our [E-Z Pay Enrollment Form](#) and mail or deliver it to Concord General Services, 311 North State Street, Concord, NH 03301. Please attach a voided check to set up a linked bank account. Learn more about our [E-Z Pay Plan](#) at www.concordnh.gov/utilitybilling or by calling the Utility Billing Office at 603-225-8693.

12. How do I change my mailing address?

Select “Utility Billing” in the left navigation menu, select “Accounts” and then “Account Summary.” Select “Request Change of Address” at the top of the page or underneath the Customer Information header.

Utility Billing Account Summary
[Link to Account](#) [Request Change of Address](#) [Bill Delivery Preferences](#) [Manage Bills](#)

Billing Account

Service Address: ADDRESS
Account Number: XXXXXXX
Bill Delivery Preference: Mail

Your Current Balance

Amount Due Now: \$0.00
Payment Due Date:

About Your Payments

Bill	Last Posted	Sum of Payments	View Details
11949	6/8/2022	\$20.68	details


Customer Information

Name: FULL NAME
Address: ADDRESS
Customer ID: XXXXXXXX
[Request Change of Address](#)

Services

Service	Code	Start Date	Stop Date	Status	Consumption History
Water Consumption	1000	1/14/2009		ACTIVE	View Consumption
Fixed Monthly Water Charge	1010	7/1/2021		ACTIVE	None
Sewer Consumption	2000	1/14/2009		ACTIVE	None
Fixed Monthly Sewer Charge	2010	7/1/2021		ACTIVE	None

Update your address in the form fields. Select "Submit" to complete the form.



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[Accounts](#)
[Manage Bills](#)
[Account Summary](#)
[Contact Us](#)

Utility Billing
Change of Address
Current Information
Name FULL NAME
Address ADDRESS
City State Zip CONCORD, NH 03301
New Information
Name 1
Address 1 * ADDRESS
Address 2
City * CONCORD
State * NH
Zip code * 03301
Country
Phone number * required format 999-999-9999
Fax number
E-Mail address * youremail@email.com

* indicates required field



Questions / Concerns?

Contact the City of Concord's Utility Billing Office

Phone: 603-225-8693

Email: utilitybilling@concordnh.gov

Website: www.concordnh.gov/utilitybilling

Address: Concord General Services, 311 North State Street, Concord, NH 03301



CITY OF CONCORD